

Comparisons of Job Characteristics

Focus Occupation: [First-Line Supervisors of Housekeeping and Janitorial Workers \(37-1011\)](#)

Associated Occupation: [First-Line Supervisors of Personal Service Workers \(39-1021\)](#)

[Compare Knowledge](#)

[Compare Skills](#)

[Compare Abilities](#)

[Compare Detailed Work Activities](#)

[Compare Tools and Technologies](#)

<<	Focus occupation element is much lower
<	Focus occupation element is lower
0	Focus occupation element is at a similar level
>	Focus occupation element is at a higher level
>>	Focus occupation element is at a much higher level

Knowledge

Similarity of Focus Occupation to Associated Occupation: 40

Focus Occupation: First-Line Supervisors of Housekeeping and Janitorial Workers (37-1011)

Associated Occupation: First-Line Supervisors of Personal Service Workers (39-1021)

Associated Occupation's Key Knowledge Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating	Evaluation of Focus Occupation	
Psychology	6.4	17.3	10.2	<<	Extensive education and/or training may be required
Education and Training	9.2	17.1	8.0	<<	Extensive education and/or training may be required
Administration and Management	8.4	14.5	12.5	<	Expanded education and/or training may be required
Therapy and Counseling	3.8	13.6	4.2	<<	Extensive education and/or training may be required
Public Safety and Security	6.9	12.3	11.0	<	Expanded education and/or training may be required
Personnel and Human Resources	5.6	10.0	6.4	<<	Extensive education and/or training may be required
Economics and Accounting	4.4	8.1	4.5	<<	Extensive education and/or training may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Skills

Similarity of Focus Occupation to Associated Occupation: 86

Focus Occupation: First-Line Supervisors of Housekeeping and Janitorial Workers (37-1011)

Associated Occupation: First-Line Supervisors of Personal Service Workers (39-1021)

Associated Occupation's Key Skills Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating	Evaluation of Focus Occupation	
Social Perceptiveness	9.1	12.1	11.1	0	Current skill level may be sufficient
Time Management	8.9	11.8	10.2	<	A higher skill level may be required
Coordination	9.1	11.6	10.2	<	A higher skill level may be required
Management of Personnel Resources	6.9	11.0	10.5	0	Current skill level may be sufficient

Service Orientation	7.9	10.7	8.6	<	A higher skill level may be required
Persuasion	7.4	9.8	7.4	<<	Extensive development of skills in this area may be required
Negotiation	6.8	9.0	8.4	0	Current skill level may be sufficient

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Abilities

Similarity of Focus Occupation to Associated Occupation: 92

Focus Occupation: First-Line Supervisors of Housekeeping and Janitorial Workers (37-1011)
Associated Occupation: First-Line Supervisors of Personal Service Workers (39-1021)

Associated Occupation's Key Abilities Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating		Evaluation of Focus Occupation
Oral Expression	12.4	14.4	12.5	<	Some improvement in abilities may be required
Oral Comprehension	12.5	13.7	11.5	<	Some improvement in abilities may be required
Problem Sensitivity	11.1	12.3	9.6	<	Some improvement in abilities may be required
Written Expression	9.8	11.4	9.7	<	Some improvement in abilities may be required
Speech Clarity	10.2	11.1	10.1	0	Current ability level may be sufficient
Speech Recognition	9.9	10.7	10.0	0	Current ability level may be sufficient
Written Comprehension	11.0	10.3	8.6	<	Some improvement in abilities may be required
Time Sharing	6.6	8.8	6.0	<<	Extensive improvement in abilities may be required
Trunk Strength	5.7	7.7	6.9	<	Some improvement in abilities may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Activities that Both Occupations Have in Common

Similarity of Focus Occupation to Associated Occupation: 83

Focus Occupation: First-Line Supervisors of Housekeeping and Janitorial Workers (37-1011)
Associated Occupation: First-Line Supervisors of Personal Service Workers (39-1021)

Work Activities	Exclusivity of Activity
Assign work to staff or employees	30
Conduct training for personnel	30
Direct and coordinate activities of workers or staff	3
Investigate customer complaints	67
Maintain production or work records	19
Monitor worker performance	57
Prepare or maintain employee records	69

Prepare reports	8
Resolve customer or public complaints	54
Resolve personnel problems or grievances	68
Schedule employee work hours	60
Use oral or written communication techniques	1

Not all positions in these occupations will necessarily perform all of the listed activities. The exclusivity rating is an indication of how unique the activity is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations engage in that activity.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Tools and Technologies that Both Occupations Have in Common

Similarity of Focus
Occupation to Associated
Occupation: 81

Focus Occupation: First-Line Supervisors of Housekeeping and Janitorial Workers (37-1011)

Associated Occupation: First-Line Supervisors of Personal Service Workers (39-1021)

Tools and Technologies	Exclusivity
Business function specific software	1
Computers	1
Content authoring and editing software	1
Industry specific software	1
Information exchange software	1
Personal communication devices	2

Not all positions in these occupations will necessarily use all of the listed tools and technologies. The exclusivity rating is an indication of how unique the tool or technology is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations use that tool or technology.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.